ETSC EMERGING TECHNOLOGY
Conference Call
Monday August 27, 2007
Meeting Minutes

Present: Pat Anderson, Marsha Bianconi, Cathy Brandimore, Ralph Gould (with Acting Grand Rapids Police Chief Kevin Belk), John Hunt, Christina Russell, Susan Sherwood, Harriet Miller-Brown

Mr. Hunt opened the meeting at 10:35 a.m. He gave a brief overview of how he became involved in Emerging Technology Subcommittee.

A. Old Business - none

B. New Business

    1.   Telematics Protocol

John briefly explained the proposed OnStar document. He reminded the members that since he is employed by OnStar and if this document comes to the ETSC for a vote, he will excuse himself from a vote.

Currently OnStar is involved in contacting nation wide PSAPs to change the way emergency OnStar calls are sent to PSAPs. In the past, technology did not allow 3rd parties to access PSAPs via their trunks. For the last 10 years they have negotiated with individual PSAPs to route these calls. Now with VoIP technology, it has afforded the ability for OnStar to now gain access to local 9-1-1 routers by utilizing VoIP shape files. at Anderson noted that some counties have used their landline ESN's for this technology, which is their choice. The obvious choice is VoIP ESN. But if center has not deployed VoIP, they will have to use their landline ESN.

In conversations he had in the past with Ms. Miller-Brown, it was suggested there be a telematics protocol document similar to the VoIP deployment guide issued in 2005 to set standards for telematics. In developing this guide, the APCO Recommended Best Practices – Telematics Call Processing" document was reviewed.

John did not send out the APCO document discussing telematics protocol. Currently there are no telematics standards per se. NENA has technical information document that outlines 4 or 5 optional ways that telematics can connect to a PSAP

OnStar is committed to doing what NENA and APCO decide to do. The only other telematics provider that John knows of that may utilize this technology is ATX from Texas. They are the providers for BMW and Mercedes. He does not know about other auto manufacturers.

There was mention of Remote Conference Calling – this is an option that is discussed in the NENA document. No specific provider was noted but telematics providers may have capability to offer this

TCS submitted the Onstar proposal to the NENA Future Path Plan Committee – they validated that this design was compliant with future path plan. NENA thought this is a feasible way to go.

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Marsha inquired if any PSAPs opted for the automatic crash notification. John explained this information is not sent to Michigan. It is send to 20 states but to their Departments of Transportation.

In order for the vehicle to contact OnStar, either the blue button or the red (emergency) button is depressed and will automatically route to the OnStar Center. Otherwise is it through an airbag deployment or crash sensors.

OnStar has contractual agreements with Verizon to provide communications with auto and center. Where Verizon does not have wireless coverage, they have contracts with carriers who do. For OnStar subscribers who want Hands Free Calling, that is a negotiated service. They are charged a 9-1-1 surcharge. At one time OnStar was contributing to Michigan as a prepaid service. When the legal issues with prepaid are resolved, they will resume contributions to Michigan.

Christina inquired about stolen vehicles being addressed this document. John noted there is no mention in this document but he will include and modify this information

This document would be a Recommended Guideline for PSAPs not a policy. Therefore, it is not necessary to go before the ETSC Policy Subcommittee. Emerging Technology members can approve the document and make a recommendation to the ETSC.

Suggested revisions:
1. In A) 1. -- insert the word "by" after "followed"
2. In A) 1 general – add that the initial call routing to the PSAP should be based on the location of the vehicle
3. In B) Pre-Deployment – add the phrase/concept that the ALI format used will be the ALI format designated for VoIP/9-1-1 calls
   In 3b -- vehicle location is used for the initial routing of the call to the PSAP.
4. Section C, an additional statement be made to the effect of "It is recommended that telematics call center personnel be trained to recognized standard for taking emergency calls". John will add that into the document.

John will make the changes, send back to Subcommittee then make a recommendation to ETSC. Janet will send the document to ETSC members prior to the meeting for consideration of action.

C. Next meeting

The next meeting will be September 20, 2007 at 10:30 a.m. This will also be a conference call.

D. Adjourn

The conference call was completed at 11:30 a.m.